



He Kaupare. He Manaaki. He Whakaora.
Prevention. Care. Recovery.

ProviderHub

ProviderHub training guide

Find claim by client guide





Find claim by client guide

There are two ways you can search for a client's ACC45 claim:

- by claim number
- by client details.

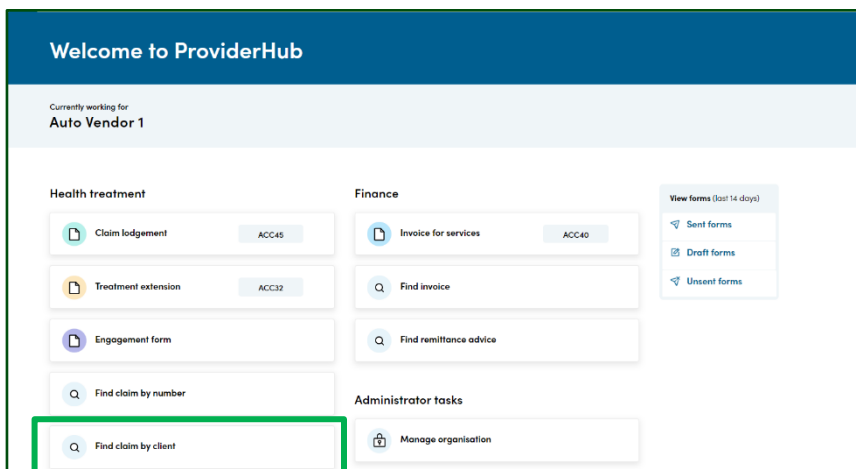
Search by client name when your client does not know their claim number, or they have multiple claims.

Using the client's personal information, you can access their claim history for the last five years, regardless of who lodged the claim.

If you don't have access to this functionality, you'll need to make a request to your organisations ProviderHub administrator for permission.

Note: Sensitive claims are not viewable, regardless of your provider role. For sensitive claim information, please contact ACC Provider Helpline on 0800 222 070.

Navigating the home page



From the ProviderHub home page, under the heading **Health treatment**, click **find claim by client**.



Find claim by client

Find claim by client

Home

Your vendor
VENMAN-001 - MAN001

Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claim by number).

Search

ACC Provider ID ACC Vendor ID

Client NHI number Client date of birth

Privacy confirmation

To view this ACC claim information, please confirm:

- you are searching for the claim information of a client you are directly supporting in a clinical or administrative function;
- you have the necessary authority of the client to collect the information and you will use it for a legal purpose; and
- you will only access claim information relevant to the professional purposes in which they have engaged you.

I confirm these statements are correct.

If the above statements do not apply but you still require access to ACC claim information, please contact ACC on 0800 222 079 (extension 0) or providerhub@acc.co.nz.

This feature displays all Client ACC45 claims that have been received by ACC within the last five years.

There are four mandatory fields to complete:

- **ACC Provider ID:** The Provider ID you enter must be an active ID
- **ACC Vendor ID:** The Vendor ID you enter must be an active ID
- **Client NHI number:** This field is not case sensitive
- **Client date of birth:** You can click on the calendar icon to select a date, or you can type the date. Expected format is DD/MM/YYYY. (Eg, 01/01/2000). Date cannot be in the future.

Privacy confirmation

To view this ACC claim information, please confirm:

- you are searching for the claim information of a client you are directly supporting in a clinical or administrative function;
- you have the necessary authority of the client to collect the information and you will use it for a legal purpose; and
- you will only access claim information relevant to the professional purposes in which they have engaged you.

I confirm these statements are correct.

You must complete the **privacy confirmation** section before proceeding.





Search results

Home

Your vendor
VENMAN-001 - MAN001

Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claim by number).

Claims
Based on your search for claims submitted for NI number - FQW299

Accident date # ACC45 number Claim number Cover status Diagnosis description Actions

19/10/2021	LF29827	1005456486	Accept	Open wound of lower limb	View
19/10/2021	OK39189	1005456513	Accept	Open wound of upper limb	View
19/10/2021	OK39217	1005456756	Accept	Open wound of lower arm without mention of complication	View
19/10/2021	M88143	1005456575	Duplicate	Open wound of lower arm without mention of complication	View

ACC45, He Manaaki, Whakaora, Whakaora, Whakaora

Contact About Privacy

The search will return a list of your client's claims from the last five years.

By default, the claims are sorted by most recent accident date.

You can manually change the sorting by clicking on any of the table headings.

Claim number: all recent claims have both an ACC45 number and the longer claim number used by ACC.

Cover status: this shows the status of the claim, eg, accept, decline, held, not available, or not applicable. The 'not applicable' status means the Client ACC45 claim has been received but not yet registered by ACC.

Diagnosis description: this shows up to three unique injuries registered against the claim. If the claim has more than three diagnoses, not all descriptions will be shown.

Home

Your vendor
VENMAN-001 - MAN001

Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claim by number).

Claim details

ACC45 number: LF29827
Cover status: Accept
Accident date: 19 November 2021
NI number: FQW299

Diagnosis details

Injury status # Diagnosis code Diagnosis side Diagnosis description

Proximal	SA...	left	Open wound of lower limb
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ACC45, He Manaaki, Whakaora, Whakaora, Whakaora

Click **View** under the actions column on the far right to view the full claim.



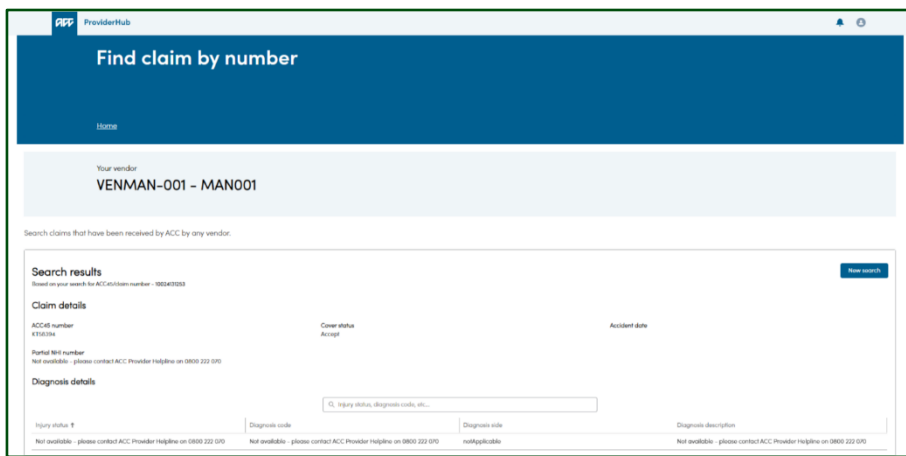
Claim history limit

The client claim history search function can retrieve up to 75 claims within the last five years.

In the instance that a client has 75 or more claims, the following message will be displayed:

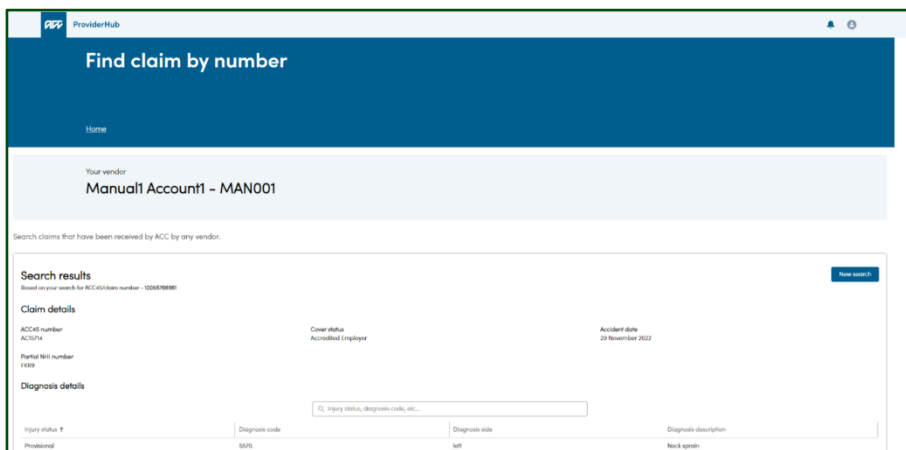
“If you can’t locate a claim below, please try searching by individual claim number, or contacting 0800 222 994 (extension 1) or providerhelp@acc.co.nz”

Additional information



Sensitive claims

Access to sensitive claims information is restricted. If the claim you’re searching for is a sensitive claim, the columns will display the message **“Not available – please contact ACC Provider Helpline on 0800 222 070.”**



Accredited Employer claims

For Accredited Employer claims, the cover status will show **Accredited Employer** and some fields such as **Accident date** will be blank.





Find claim by client

[Home](#)

Your vendor
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Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claims by number).

Claims
Based on your search for claims submitted for NHI number - F2W2199 New search

Accident date	ACC# number	Claim number	Cover status	Diagnosis description	Actions
27/11/2021	LF23627	1005409486	Accept	Open wound of lower limb	View
19/01/2021	OX33810	1005455243	Accept	Open wound of upper limb	View
26/04/2021	OX33631	1005400755	Accept	Open wound of lower arm without mention of complication	View
26/04/2021	M86843	1005456676	Duplicate	Open wound of lower arm without mention of complication	View

Duplicate claims –

Duplicate claims will have the status ‘duplicate’ under the cover status column.

Find claim by client

[Home](#)

Your vendor
Manual Account1 - MAN001

Search client's claims received by ACC within the last 5 years from any vendor. (For older claims, please use Find claims by number).

[Back to client's claim history](#) New search

Claim details

ACC# number: M86843
 Partial NHI number: F2W2199
 Accident date: 29 September 2021
 Cover status: Duplicate

Diagnosis details

Injury status	Diagnosis code	Diagnosis side	Diagnosis description
Presented	S95	left	Open wound of lower arm without mention of complication

The claim’s details presented in the table belong to the duplicate claim record, as opposed to its master record.

